

COVID AGENCY VISITOR AND FLIGHT CONFIRMATION INSTRUCTIONS

COVID Screening

1. You will be required to wear a face covering to be able to enter an agency for your protection, as well as other customers and our employees.
2. You will also be asked the following questions at the agency. If you answer 'Yes' to any of them, you will not be permitted to enter the facility.
 - Have you had any cold or flu-like symptoms in the past 14 days, such as a fever, shortness of breath, or a persistent cough?
 - Have you traveled to or through areas or regions at a CDC Level 3 Travel Advisory, Department of State Level 4 advisory, or Presidential restriction in the last 14 days?
 - Have you had close contact over the past 14 days with individuals who have traveled within the last 14 days through areas or regions at CDC Level 3 Travel Advisory, department of State Level 4 advisory, or Presidential restriction?
 - Have you had close contact with anyone currently under quarantine?

Flight Verification Requirement

Prior to, AND on the day of your appointment, please contact the airline to confirm that your flight has not been canceled.

If your flight has been canceled and you are not confirmed on another international flight departing within 72 hours (3 business days), please contact us to cancel your appointment. You may reschedule your appointment once you have been confirmed on a new flight that is departing within 72 hours (3 business days) and have been reissued a new ticket or flight itinerary.

Please note that at the time of your appointment, the passport agency will verify that your flight is still scheduled for departure. **If your flight has been canceled, the passport agency will not be able to honor your appointment.**